



Indian Health Service ***Leading Pharmaceutical Care***

USPHS INDIAN HEALTH SERVICE
CLINICAL SUPPORT CENTER
Presents

The Pharmacy Practice Training Program: A Certificate Program in Patient Oriented Practice

July 19 - 22, 2004

August 9 - 12, 2004

Four Points Barceló Hotel Phoenix Metrocenter
10220 North Metro Parkway East, Phoenix, AZ 85051
(602) 997-5900



The IHS Clinical Support Center is approved by the American Council on Pharmaceutical Education as a provider of continuing pharmaceutical education.

Seminar Goal

To improve Indian health program pharmacists' ability to deliver direct patient care. This program encompasses the management of patient care functions in the areas of consultation, communication, interviewing techniques, laboratory test interpretation, conflict resolution and physical assessment. These techniques are taught utilizing case study techniques which include role playing and discussion.

Seminar Objectives

At the end of this workshop, the involved participant should be able to:

1. demonstrate simple techniques to optimize communication and overcome barriers in the work environment.
2. demonstrate proficiency in the techniques of open ended questions, three prime questions, and show and tell questions.
3. demonstrate proficiency in the technique of verification in consultation.
4. demonstrate the ability to use appropriate communication techniques when interviewing a patient.
5. demonstrate the ability to utilize the "Basic Seven" questions.
6. present patient information to a physician in an organized manner.
7. demonstrate skills to assess, evaluate and avoid potential conflict situations.
8. display an appropriate response to a conflict situation.
9. demonstrate the ability to screen patients utilizing information gathered from the patient and the health record.
10. explain the general principles for the interpretation of laboratory test.
11. describe the laboratory presentation for selected high-volume outpatient diseases.
12. recommend and interpret laboratory test for selected diseases.
13. demonstrate proficiency in the use of the previously learned techniques. (communication, conflict resolution, chart screening, interviewing, lab test) when managing patients with these common diseases.
14. demonstrate the ability to perform selected aspects of a screening physical exam.

Continuing Education Certificates

Criteria for the Pharmacy Practice Certificate require the participant to complete the following:

- ☒ Attend the entire seminar and document attendance on sign-in record for each day present
- ☒ Achieve mastery on the post-test
- ☒ Demonstrate proper applications of presented skills
- ☒ Submission of a completed evaluation document

Certificates will be mailed to the address indicated through registration within 60 days.

This activity has been awarded 27.5 contact hours (2.75 CEUs) under the Universal Program Number 600-000-04-001-L04 and is an ACPE accredited Certificate Program numbered 600-0401.

Registration

There is no registration fee for IHS employees for this program. Participants must provide their own travel and per diem funds. Pharmacists from compacted or 638 tribal programs that have withdrawn tribal shares are eligible to attend, but will be charged a tuition of \$400. To register on-line, visit the IHS Clinical Support Center website at www.ihs.gov/MedicalPrograms/ClinicalSupportCenter/cschome.asp and select **Pharmacist Training**.

Agenda

Monday, Day 1:

0745 – 0800	Registration Check-in
0800 - 1000	Introductions and Philosophy
1000 - 1030	Break
1030 - 1130	Communication as a Tool for Success: Patient Consultation
1130 - 1200	Consultation Video
1200 - 1330	Lunch (on your own)
1330 - 1500	Consultation Workshops
1500 - 1515	Break
1515 - 1730	Communication as a Tool for Success: Patient Interviewing Workshop

Tuesday, Day 2:

0800 - 0830	Interviewing Workshop (continued)
0830 - 0930	Ambulatory Screening
0930 - 1030	Ambulatory Screening Workshop
1030 - 1100	Break
1100 - 1200	Laboratory Test Workshop
1200 - 1330	Lunch (on your own)
1330 - 1430	Laboratory Test Workshop (continued)
1430 - 1500	Break
1500 - 1630	Communication as a Tool for Success: Conflict Resolution/Workshop

Wednesday, Day 3:

0800 - 0900 Physical Assessment

Workshop #1

Group 1 Hypertension

Group 2 Diabetes

Group 3 ENT

0900 - 1000 Physical Assessment

Workshop #2

Group 2 Hypertension

Group 3 Diabetes

Group 1 ENT

1000 - 1030 Break

10300 - 1130 Physical Assessment

Workshop #3

Group 3 Hypertension

Group 2 Diabetes

Group 1 ENT

1130 - 1300 Lunch (on your own)

1300 - 1400 Physical Assessment

Workshop #4

Group 1 Seizure Disorder

Group 2 Asthma

Group 3 CHF

1400 - 1500 Physical Assessment

Workshop #5

Group 2 Seizure Disorder

Group 3 Asthma

Group 1 CHF

1500 - 1530 Break

1530 - 1630 Physical Assessment

Workshop #6

Group 3 Seizure Disorder

Group 1 Asthma

Group 2 CHF

Thursday, Day 4:

0800 - 0915 Disease Case Workshop #1

0915 - 1030 Disease Case Workshop #2

1030 - 1045 Break

1045 - 1200 Disease Case Workshop #3

1200 - 1330 Lunch (with a film)

1330 - 1530 IHS Field Pharmacy: Credentials, Protocols, and Documentation

1530 - 1600 Break

1600 - 1700 Post Test Examination and Evaluation

Equipment

Each participant is **required** to have a stethoscope. It is highly recommended to bring the following items: blood pressure cuff, otoscope, pen light, reflex hammer.

Faculty

Faculty is made up entirely of pharmacists practicing in the Indian health system. Individual faculty make up varies for each session. More specific information can be obtained by calling the IHS Clinical Support Center.

Dress

The dress for this conference is casual. Loose fitting clothing is best for Day 3 and 4 to allow for examination practice.

Further questions can be addressed to:

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